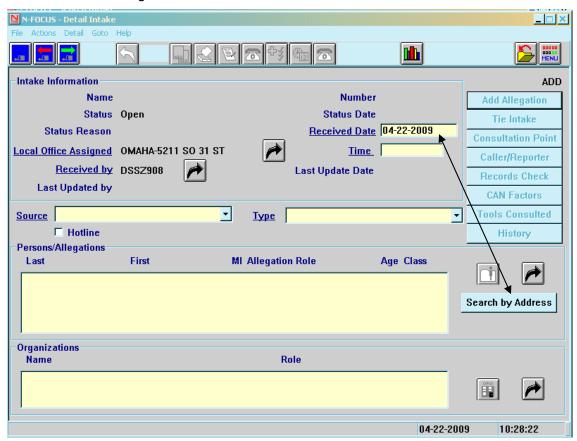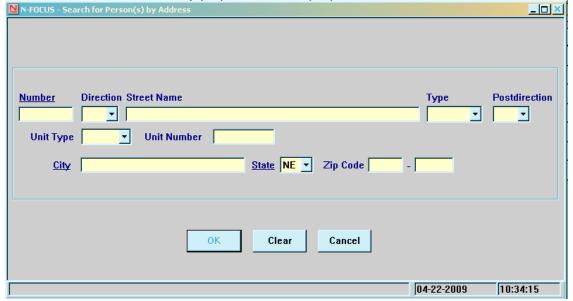## SEARCH for PERSON(S) by ADDRESS

With the July 2009 release, the search by address functionality has been enhanced for Child Abuse and Neglect and Adult Protective Services Intakes.

CLICK the Search by Address button (Received Date entry is required to enable this button).
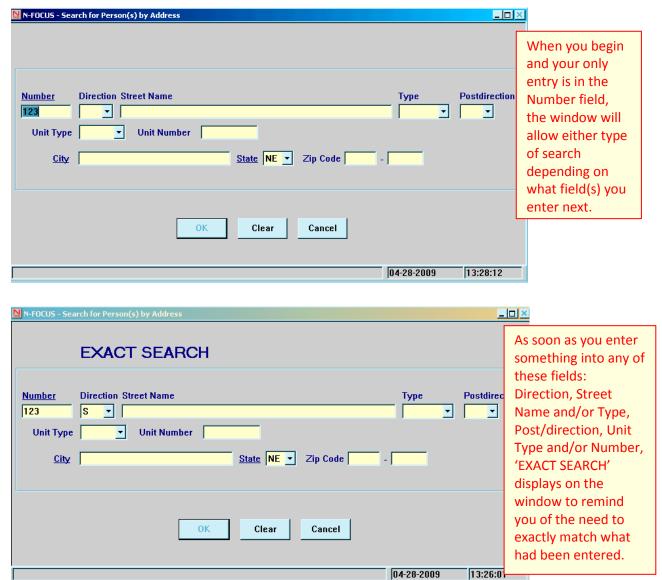
RESULT: Search for Person(s) by Address displays

There are two types of searches available: 1) Exact Search, and 2) Non-exact Search. The search type depends on the fields in which you enter data.

When entering only in the Number field, the system executes a non-exact search. Entering a character in any address field following the Number field tells the system to do an exact search. How this works will be explained in the following paragraphs.

When you begin and your only entry is in the Number field, the window will allow either type of search depending on what field(s) you enter next.

As soon as you enter something into any of these fields: Direction, Street Name and/or Type, Post/direction, Unit Type and/or Number, 'EXACT SEARCH' displays on the window to remind you of the need to exactly match what had been entered.

CONDUCTING AN EXACT SEARCH

Use this method when assured the exact address is known and are confident the data is entered correctly.
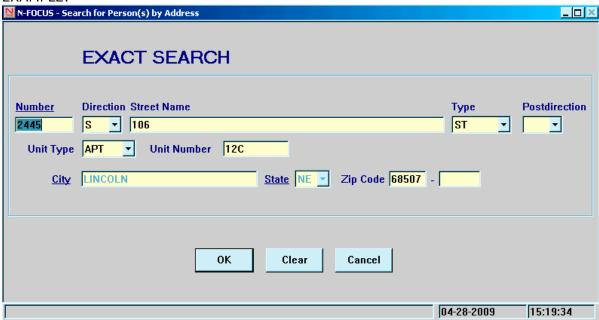
(The Search for Person(s) by Address window is different from the window previously in use, but it works the same when it comes to executing an exact search.)

Enter the address information as an exact replicate of the address entered on the system. If data was entered into fields incorrectly, e.g., Street Name and Type both entered into the Street Name field, a search won't be found if this search has the correct fields entered .
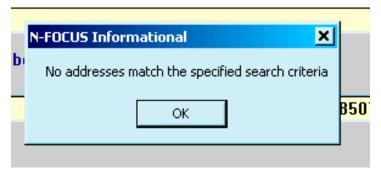
TIPS for using EXACT Search
If all the data of the original entry is replicated, try this method first.
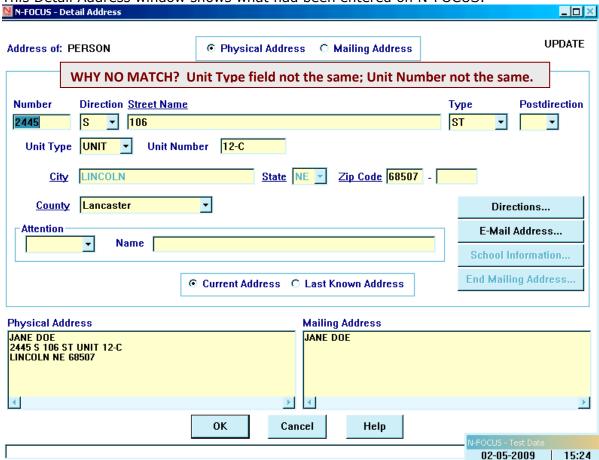
EXAMPLE:

The User who entered the Search criteria on the window above used all of the guidelines provided for the redesigned Address functionality: 1) Street number in Number field only; 2) Direction in Direction field only; 3) the name of the street ONLY in the Street Name field; 4) type of street or road attached to the street name in ONLY the Type field; 5) Post direction if one in the correct field; 5) utilize the correct unit type and number when they exist in an address; 6) use 1 and not 1st , 2 and not 2nd , 3 and not 3rd, etc. in an address field; 7) avoid the use of symbols, i.e., dashes, etc.

Although the User entering the Search criteria did everything according to standard, the search still failed to produce a result.

Why?

1) This may be an address entered on the system prior to implementing the address redesign functionality which has not been converted. There are many addresses on our system which will never be converted for closed cases and closed Intakes, as well as for other persons entered on the system one time for other reasons whose name and address has been stored on the ARP. You will be able to find addresses for such folks by searching more broadly.

2) User who entered the address may have entered the data slightly differently.

3) Maybe the address has simply never been entered in N-FOCUS.

This Detail Address window shows what had been entered on N-FOCUS.

Certain types of housing are sometimes called 'UNITs' and sometimes 'APTs' so you might want to remember to check both possibilities if you think this might be applicable. Also, especially in smaller buildings some people fail to refine their address down to their apartment number, simply using their street address. So you might remember to try using the apartment number and leaving both Unit Type and Unit Number fields blank.
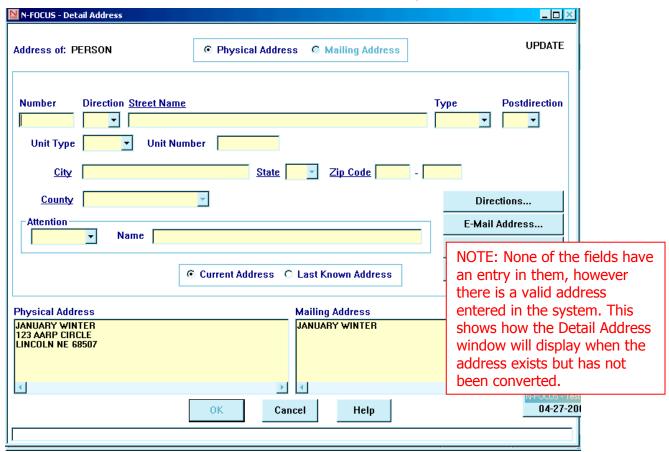
The Unit Number had a non-alpha/numeric character entered in that field. While an address may display in various media with such a symbol, N-FOCUS has asked that workers be consistent in not entering symbols or characters in address fields. Spaces are not entered unless the street name has more than one word.

The other reason this search would have failed is simply that the worker who entered the address, did not follow the criteria. Unit Number entry "12-C" may not be up to standard, but it is allowable by the USPS and therefore by N-FOCUS. So, the only way to have picked up this address as a match would be to try and get inside the head of the User who entered the address. There might be an obvious catch, e.g., a frequently misspelled word in a street name, etc, that if you try will bring back a match.

… OR... you can search more broadly which is described next.
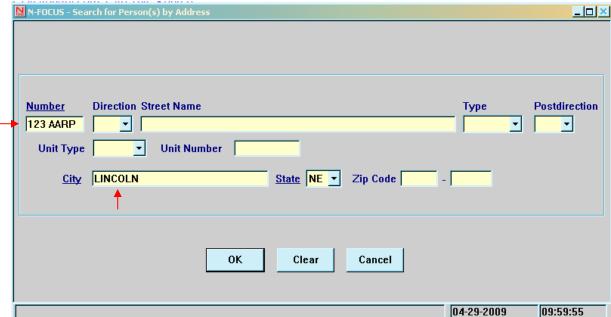
CONDUCTING A NON-EXACT SEARCH

Use this method when you believe the person for whom you are searching may be on N-FOCUS but the exact search was not successful. See example below.

NOTE: None of the fields have an entry in them, however there is a valid address entered in the system. This shows how the Detail Address window will display when the address exists but has not been converted.

The Search window pictured below shows what happens when you try to use an Exact Search to find an unconverted address.
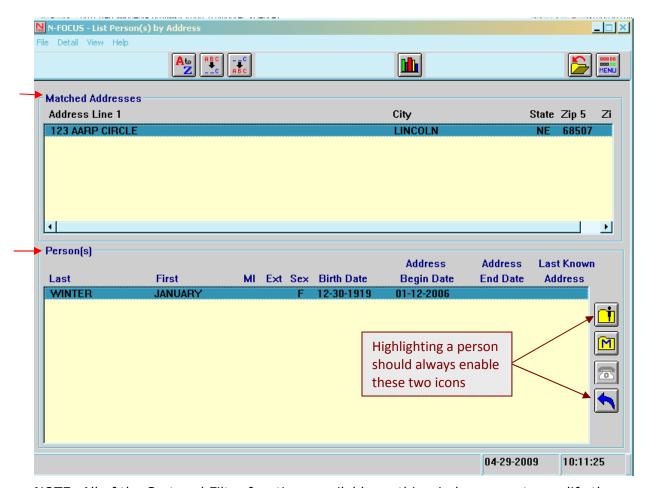
Use Non-Exact search method to find an unconverted address

The Number field allows eight alpha-numeric characters and the search is able to find the initial sequence of characters (numbers and letters) in an address. This most often will pull up a list which will be displayed on the List Person(s) by Address window.

One or dozens (or hundreds) of addresses can be listed in the Matched Addresses section of this window, depending on the specificity of your search criteria.

NOTE: All of the Sort and Filter functions available on this window serve to modify the display of the Person(s) list box only. More detail about this will be provided when examples are provided with more matched addresses and persons.
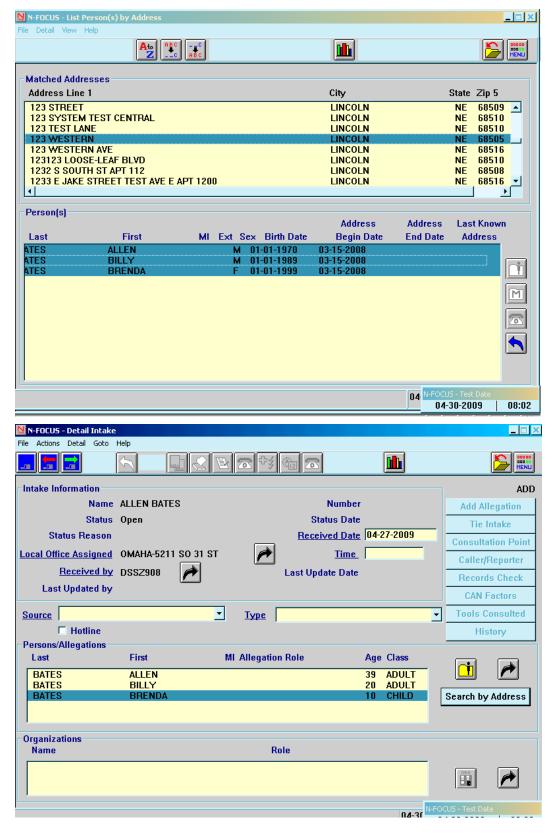
To display all persons on the system for a given address, you will highlight an address from the list Matched Addresses list box.

Highlighting a Person from the Person(s) list box enables the Person icon and the Select arrow icon. The Person icon allows you to go into the Person detail information to determine if this person is a possible match or not. The Select arrow icon allows you to carry back the Person and related information to the Detail Intake window.

In the window print displayed above, the Master Case icon is also enabled. The Master Case icon and the Intake icon are only enabled when the person you have highlighted is in a Master Case or an Intake. Clicking the icon takes you directly to their information.

Select Icon and Multi-select Persons Function

When you locate more than one person at an address who will have a connection to the Intake, you can multi-select from the Person(s) list and used the Select arrow icon to carry back all of their information to the Intake.

Use a Non-exact search method when trying to locate a person at an address and you have only limited information. The more characters you are able to provide (and the more creative you are willing to become) increases your chances of locating someone if:
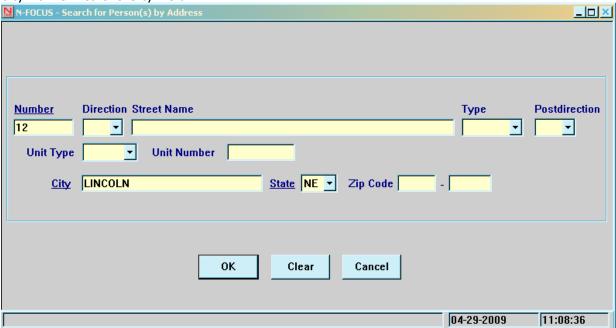
1) THE PERSON IS ON N-FOCUS 2) HAS THE ADDRESS ATTACHED TO THEIR PERSON INFORMATION and 3) IS THE SAME AS WHAT YOU HAVE AVAILABLE.

To execute a non-exact search …
Two field entries are required and allowed to perform a search beyond an exact search:
1) Number field – only two characters are required but up to eight characters are allowed;
2) City field – entering only the city name allows the system to search the entry in the number field for all addresses that include the city name. The system will allow you to enter a zip code if you want to which then populates the city information in the City field, however it limits your search boundaries to only that zip code.

To initiate the broadest search available, enter two digits in the Number field and key in the city name into the City field.

NOTE: This broad search will scope in hundreds and sometimes thousands of addresses in bigger cities. Once the list hits 500, N-FOCUS will force you to narrow your search criteria.

What to do if you bring back too many possible matches –
Narrow your search field by adding a third digit in the Number field, or adding zip codes for the city one at a time until your list is manageable or you have a match.

What NOT to do if you bring back too many possible matches –
Give up!

These are the first 8 matched addresses in our example. (Reminder: We cannot use the Sort and Filter functions available for the Matched Address list box. Those functions only apply to the Person(s) list.)

Observe the layout of the list:

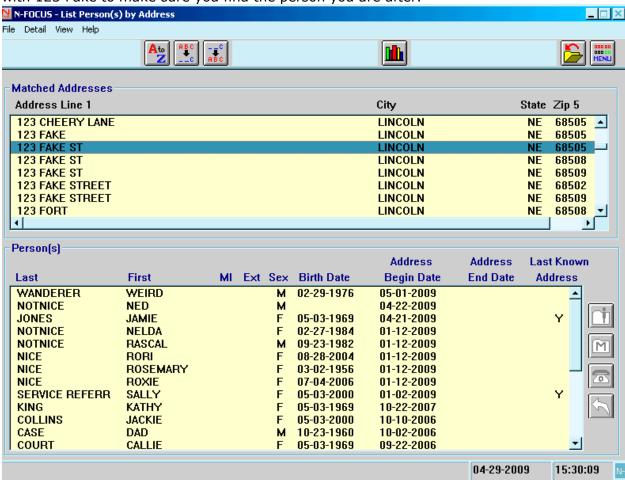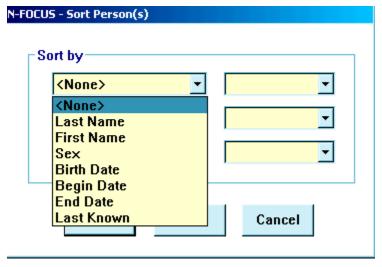| NUMBER field	Combined DIRECTION and STREET NAME fields
All 2-digit street numbers	No Direction entry and Numbered Street Names in numerical order
	Alphabetical by Direction entry if present and by Street Name
Numbers with > 2 digits in numerical order; e.g., 1212, 122, 123123, 1234, 12345678, 12346, etc.	No Direction entry and Numbered Street Names in numerical order
	Alphabetical by Direction entry if present and by Street Name

It is not necessary to memorize how this list is sorted. If you have a long enough list, you will be able to figure it out rather easily by concentrating on how the sorts convene within the list. This will help you figure out what to look for and what you can skip over in a very long list.
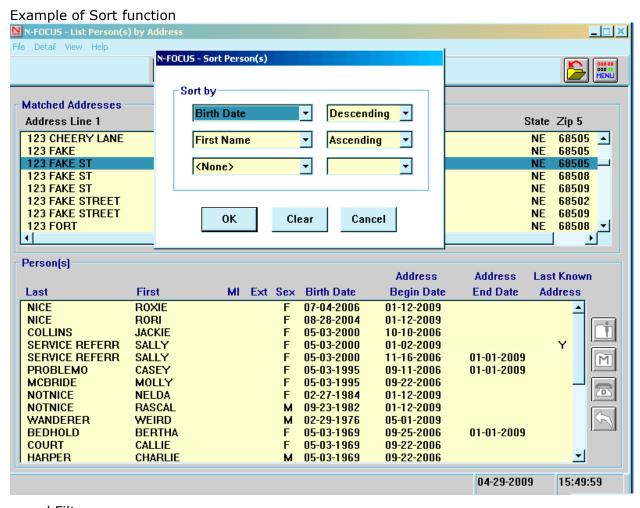
Here is an example of a single address on the system and the variety of ways this address has been entered. It would be wise to examine all of the possible addresses listed beginning with 123 Fake to make sure you find the person you are after.

This address line was selected because it shows you enough names connected with that specific entry to give you some idea how Sort and Filter works for the Person(s) list.

Example of Sort function

… and Filter

TIPS
In the number field, enter only those numbers and letters in sequence beginning with the house number that you know to be in the address.
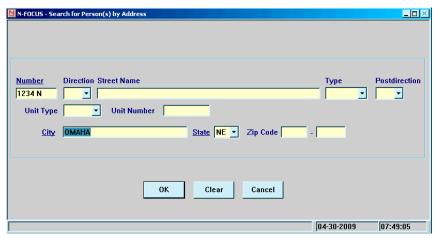
Example 1: You get a call from a Reporter that they observed a young school age boy being abused or neglected at a residence in the 1200 block of Wishingwell Avenue in Lincoln. The Reporter can provide a few demographic details, but no name and no exact address. You can narrow down your search if the child is known to the system, and if the worker responsible for his case has an up-to-date address entered on the system.

First, since you do not know the third digit in the address, you may start by entering only the first two digits in the address.
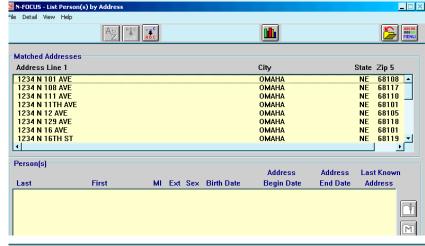
Second, if there are so many potential matched address using only 2 digits to make your search seem unwieldy, try using three digits, beginning with 120, then 121, 122, 123, etc. (There are only ten possibilities, and it may be easier to find your person using this method.)

Example 2: If you know the exact address but are unable to find a match using Exact Search, try this.

In the Number field, you can enter up to eight characters. Enter as many of the first eight characters in the address as you can and the city and see what happens.
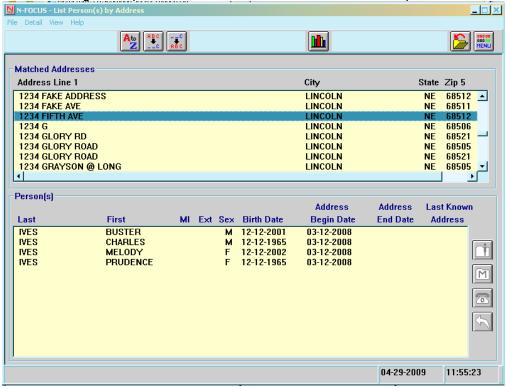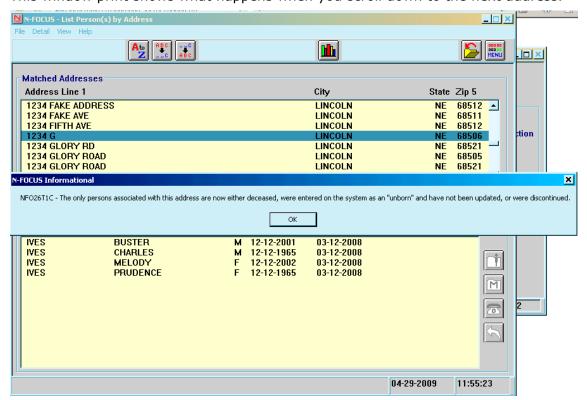

pulls up this:

and scrolling down

QUIRKS

The following example is shown in a series of three window prints.

This first window print shows that there are four persons attached to the address at 1234 FIFTH AVE.

This window print shows what happens when you scroll down to the next address.

The pop-up message on the above picture says:
"The only persons associated with this address are now either deceased, were entered on the system as an 'unborn' and have not been updated, or were discontinued."

The message is correct for the address to which you just scrolled, but the Person(s) list display remains for the previous address until you click the OK button on the pop-up window. This can be confusing when you first run across it, although it becomes apparent as soon as you move on. (See next window print.)